Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
August 27, 2003

Agenda

-- Previous Action Items (Rice)
-- Support Center Items (Baker)
-- Workstation Refresh (Baker)
-- Performance Measures (Griffin)
-- AD/OD Briefing Update (Griffin)
-- eXCITE (Griffin)

Action Items

Previous Action Items	Status
Donna Lang requested that a program representative be added to test Remote Access for EWM.	Completed
Dean Oyler asked that we look into a solution/work-around for the inadequate number of USB ports on the Tablet PCs.	Completed

New Actions from the August 27th Meeting	Assigned To
CIAG representatives are going to remind personnel in their organizations to replace old surge protectors with newer ones available in the Supply Store.	CIAG Members

Previous Action Items (P. Rice)

Pat Rice informed the group that the two action items from the August 6th CIAG meeting had been completed. Lang had a representative added to do EWM testing; and Production purchased a port enhancer to add more USB functionality to the tablet PCs, resolving Oyler's concern.

Support Center Items (B. Baker)

Brent Baker suggested to the representatives that they take an inventory of the surge protectors in use by their office's staff. As a result of the storm earlier in the week, the Support Center believes that this is a good time to make sure everyone has a surge protector that works. Brent said staff could purchase new ones at the supply store and SCSC could install them upon request. Brent also went over the Exchange User List. Additionally, an update on the impact of the Worm Virus was given. As a result of pushing out a security patch to block the virus, SC was not impacted. Baker noted that the CIO had at least 300 computers infected.

Workstation Refresh (B. Baker)

Brent Baker said that a pilot group would test the updates for a week and that plans are to have the workstation refresh completed by October 1st. Rollout would be on a staggered wing by wing schedule. . Each refresh should take between 60 to 90 minutes and employees will have access to their computers throughout the install. The only request is that they not save anything to their hard drive until the installation is completed. Finally, Brent passed out some screenshots of what the re-worked SC Menu will look like. The SC Menu has the same options presented in a tab window.

Performance Measures (T. Griffin)

Ted Griffin went over the performance measures with the CIAG asking them to focus on numbers 3 and 5. Three (% of Support Center calls resolved by first phone analyst before end of call) was up from 59% in July to 83% in August with a YTD of 73%. Number five (% of Support Center "Helpdesk-Medium" calls resolved within 4 hours) was up from 67% in July to 77% in August with a YTD of 70%. Griffin also informed the CIAG that Kevin Campbell would be returning to Production as the Support Center/Help Desk Manager to make sure that the numbers would continue to improve.

AD/OD Briefings Update (T. Griffin)

Ted Griffin informed the CIAG that the Strategic and Operating Plan briefings were going well and that only four remained. Griffin noted he would brief the IM Board the following day on the Strategic and Operating Plans.

eXCITE (T. Griffin)

Ted Griffin informed the group that Jeff Salmon was in direct talks with Karen Evans in pursuit of finalizing the waiver. Issues to resolve included determining what fair share of payment we would give the CIO for operating off of their network backbone. Additionally, the possibility of using CSMI and Stanley to provide some type of eXCITE support services was being looked into.

Miscellaneous Items (T. Griffin)

-- **Remote Access and Word Perfect 10**: Griffin informed everyone that Word Perfect 10 was planned to be available through the Remote Access Phase II project in September, but noted that he had confirmed that DOE was moving to Word as the standard for word processing. He requested and got CIAG approval for eliminating Word Perfect 10 from Remote Access Phase II

-- **Chargeback Cutoff Date:** Griffin informed the CIAG that the cutoff date for chargeback requests for FY 2003 would be the end of the second week of September.

Name	Organization		Contact Information
Oyler - Chair	Dean	SC-22	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Baker	Brent	SC-41	3-2345
Campbell	Kevin	SC-41	3-1215
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Hiegel	Jane	SC-31	3-5800
Koegel	David	SC-7	6-8831
Miller	Caryle	SC-82	3-8434
Stodolsky	Marvin	SC-72	3-4475